

## IMPORTANT INFORMATION

### What we do?

helperhub is a financial services provider that provides you with an integrated digital platform that enables you to manage some of your important relationships seamlessly and easily:

- Your employment relationships (both employer and employee).
- Your client relationships.
- Your SARS/UIF relationship(s)

### Who are our clients?

- Domestic Households
- SMMEs

### How do you enrol for our service?

You (the client) enrol for the service by following the online registration process. We only accept registrations *via* helperhub.

The registration process is a three-step process which entails the following:

- creating an online profile with us through helperhub;
- activating your online profile with us by following the simple instructions specified in the activation email that you receive from us; and
- finalising the second step in the registration process by providing us with the information necessary for us to manage your payroll and tax filing obligations for you.

### Once you have activated your account and provided the necessary tax information - what do you do next?

You proceed to enrol your employee.

Employee enrolment can be done:

- Manually
  - By inputting the employee's information manually; or
- Using the Search Function

By searching for an employee that is already in our database using the employee's identity number.

Linking the employee to your profile would then be accomplished through an "Invitation" which, if accepted by the employee, would link the employee to your profile (as an employee).

Provided that the employee accepts your Invitation, certain personal information of that employee will be shared with you. This information would be the employees personal details and tax information.

You would still be required to complete the Add/Edit Services screen to input the remuneration payable to the employee.

### **How do we process your transactions?**

We process your transactions seamlessly in the background and place proof of the transactions in your Documents Vault.

After you have loaded your profile and the profile of each employee, we calculate the gross figure and deduct the amount of money from your selected bank account. We then file the UIF and PAYE returns and make the necessary payments to your employees, SARS and any product suppliers that you may have selected.

### **Can you get support to help you register or enrol your employee?**

Yes you can email us on [support@helperhub.co.za](mailto:support@helperhub.co.za) or call us on 021 569 2111

### **What are the important dates that you should know?**

- Employer profile changes – **19<sup>th</sup>** of each month.
- Employee profile changes (e.g. salary and benefit changes) – **19<sup>th</sup>** of each month.
- Any profile changes made after the **19<sup>th</sup>** of each month will be processed the following month.
- Account debit date – the **25<sup>th</sup>** of each calendar month.
- Payment Date (Salaries and Product Supplier premiums) – the last day of each calendar month.
- Tax Administration and Payments – by the **7<sup>th</sup>** of each successive calendar month.